

PERSONA NEWS



Picture courtesy of Bernard Noblett - Finance Director

HIGHLIGHTS

2-Message from Kat

3-Staff News

6-HIVE FIVES

7-PersonAwards

8-Staff Workshops

10-Service News

14-In the Spotlight

15-General Photos

16-Back Page News

Message from Kat

When I read this edition of the newsletter I have to say I was left with an absolute glow. It is packed with some fantastic stories as well as some really useful information and take-away tips from our recent Why Factor sessions. My personal favourite - #bethemilk.



I thoroughly enjoyed meeting so many of you at the Why Factor sessions and it was fantastic to hear so much positivity in the sessions about why you do the jobs you do. There are some truly amazing and selfless people in this organisation who just by being the best version of themselves make other people's lives better. If that sums you up – a massive thank you for all you do every day.

I also think it's important to reflect on the variety of strengths in the organisation. Everyone is different and by bringing our individual skills and strengths with us to work we create a team that has a massive array of tools in the toolbox. By bringing that variety of skill together we create the strongest of teams where people can thrive.



Some great news this month that Persona are now a partner of the Local Care Organisation, or as it is commonly referred to, the LCO. Creation of an LCO is something that is happening across Greater Manchester. The intention behind the LCO is to facilitate collaboration between partners to provide improved experience for people who use health and social care services and enable services to be redesigned in a way which promotes more community based support and reduces crises and the need for hospital admissions.

The LCO in Bury now has 7 health and social care partners;

- Bury Council (Social Care)
- Northern Care Alliance (they provide acute and community health services) e.g. Fairfield hospital
- Pennine Care (mental health and learning disability health)
- BARDOC (out of hours GP cover)
- GP Federation (representing primary care)
- Bury VCFA (representing voluntary sector organisations)
- and Persona.

This is a great opportunity for Persona to work in partnership to shape the future of health and social care for the people of Bury.

Kat

STAFF NEWS

REFER A FRIEND

We know that our most successful recruitment generally comes from people who live locally to our services and share our values. Often our existing staff are our best advocates in encouraging people to join our fantastic team - do you know anyone who shares Persona's Values? Why not refer them to apply for a role within Persona and you and your friend could receive £50 each.

All they need to do is add your name to their application form and we will do the rest!

Our Values

Respectful

Enthusiastic

Adaptable

Caring

Honest

TASTECARD+ WINNER

Congratulations to Laura Whittaker-Cosgrove, Support Worker within Supported Living, who has been chosen as the lucky winner of a tastecard+ . Laura's name was randomly selected from all the entries by a customer, Elizabeth, from Grundy Day Centre. Well done Laura!



VACANCIES AT PERSONA

Do you know where to find vacancies?

All our jobs are posted on our website and this is where you can find all the job descriptions and download application forms.

You can also register your email address here, if you would like to find out about new vacancies as they are added to the website, anyone can do this, whether they already work for Persona or not.

Visit <http://www.personasupport.org/jobs-and-volunteering/current-vacancies/>



STAFF NEWS

CONGRATULATIONS!

A huge congratulations to Mary Lynch, Lead Support Worker from Supported Living, for getting the 'biggest loser' award from Slimming World. Mary has lost an amazing total of 7 stone. Well done Mary!



ANNOUNCEMENTS

STARTERS

Angela Faulkner, Casual Care Assistant, Casual Team
 Emma McBride, Casual Support Worker, Casual Team
 Wendy Gentry, Wellbeing Assistant, OP Day Service

LEAVERS

Eddie Cheung, Head of Service - Operations
 Terence Brierley, Casual Support Worker, Casual Team
 Elaine Stewart, Casual Support Worker, Casual Team
 Karen Boyce, Care Assistant, Elmhurst
 John Grice, Driver Care Assistant, LD Day Service
 Ursula Robinson, Support Worker, Supported Living

SNOWDON CHALLENGE

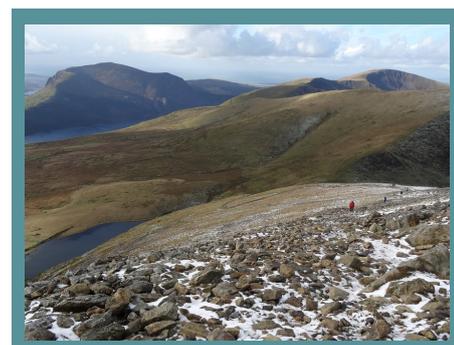
The Snowdon Challenge is on!

We will be heading up the mountain on **Saturday 18th May** for charity and would love it if you could join us.

This year's charity will be announced soon and we will choose a route (or routes) to suit everyone who is taking part, as there are a few options.

We are looking into hiring a minibus to pick us up from and return us to Grundy Day Centre, and don't forget there is the option of a train ride down as well as a cafe at the summit! It should be a really good day, perhaps something to tick off your wish list, a return visit or the start of a new passion...

If this sounds like something you'd like to be a part of, please email info@personasupport.org or ring Fiona on **0161 253 6060**.



STAFF NEWS

FAREWELL

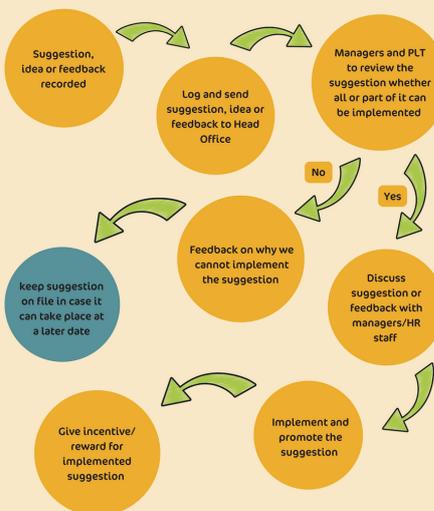
John Grice, Driver Carer at Ramsbottom Centre, has worked for Bury Council and Persona for just over 15 years. Customers and staff from the Ramsbottom Centre and The Green Outreach held a surprise retirement party buffet for John, where he was presented with a Debenhams voucher.

Everyone at Persona would like to wish John a healthy and happy future spending time with his wife Gaynor and his extended family.

Catherine, a customer at Ramsbottom, always had a smile for John and enjoyed spending time with him.



Suggestion Scheme



SUGGESTION SCHEME

The Suggestion Scheme was launched at the staff workshops and will give people a way to share their feedback and ideas of how Persona can be a better organisation and how it can continue to develop.

It's for anyone who interacts with us – staff, customers, relatives or visitors. Whether it's improving customer experiences, staffing changes or making better use of resources, we want to hear about it.

There will be boxes going into some centres soon for paper suggestions and there will also be forms accessible on the intranet and website.

If your suggestion is implemented you will receive a 'love2shop' voucher!

Look out for more information in further editions of the newsletter.

HAPPY BIRTHDAY

A very happy 50th birthday from all at Persona to Paula Lythgoe, Support Coordinator in Supported Living.



STAFF NEWS



HIVE FIVES

This month has seen 76 HIVE FIVES given across all the services. It's great to see so many staff being recognised for living the Persona values. Here's a selection - congratulations to everyone!

Enthusiastic

Caring

Dawn Clegg

Thank you Dawn for supporting me and encouraging me to live my Honest value. Your understanding and enthusiasm makes me feel so comfortable when talking to you and I think we make a great team!

Adaptable

Caring

Lorraine Baison

For always being helpful and making time to listen. You are much appreciated.

Marcia Hancock

Adaptable

Caring

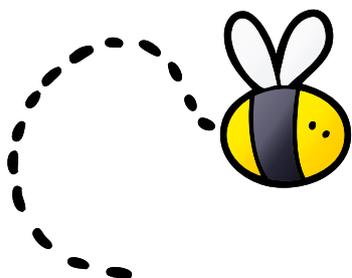
Always happy to help anytime of the day and on her days off, made me feel very welcome and is a pleasure to work along side with.

Kyle Howard

Enthusiastic

Adaptable

For his help with the mountains of printing and laminating we had for the staff workshops. It was very last minute for Kyle, but he prioritised it and got through all the work in record time! Thank you Kyle, we couldn't have done it without you.



Enthusiastic

Adaptable

Fiona Parmanand

Some short deadline work completed for the AoB workshops. You are always so calm and take it in your stride and produce fantastic visuals. Thank you.

Enthusiastic

Adaptable

Catherine Nugent

For all her unseen, unknown, behind the scenes hard work to pull together the team building sessions at the Escape Rooms. It is really appreciated, as is her thoughtful attention to detail, providing refreshments that everyone could enjoy. Thank you, Catherine.

Updates



PersonAwards 2019 - Save the Date!

This year's annual PersonAwards will be held on **3rd October 2019** at the Elizabethan Suite, so get the date in your diary. The awards are an opportunity to recognise, celebrate and say thank you to staff, teams and volunteers for the achievements and hard work that takes place on a daily basis supporting vulnerable people.

Nominations will be open later in the year and there will be 12 categories to choose from, for individuals and teams who have demonstrated the Persona values and have made a real difference to the lives of others.

Anyone can submit a nomination, so start having a think about who you know, who fits in the following categories:

- Employee of the Year Award**
- Making a difference to Customers Award**
- Manager of the Year**
- Rising Star Award**
- Shared Lives Carers Award**
- Support Service Award**
- Team of the Year Award**
- The Dignity Award**
- The Innovation Award**
- Volunteer of the Year**
- Young Carer of the Year**



Who's who in Head Office

Do you have problems getting on the intranet or your payslip?
 Want to share a great story?
 Need help preparing for new staff members?
 Find out who to contact if you have a query relating to

- Communications
- Compliance
- Finance
- Health & Safety
- HR (Workforce)
- Performance & Projects or for the Office Manager.

You can view and print the who's who 1 pagers and an updated contact list on the intranet here: <https://tinyurl.com/y2zknnut>

Communications






Laura Wollstonehime Sarah Tattersall Fiona Purnanand Jasi Ahmed

We can help you with queries about:		Please remember:
Branding & design (posters/flyers/logos)	Internal communication (email & text)	<ul style="list-style-type: none"> don't send photos in we can't share share what you, your customers & your service have achieved
Case studies - services & people	Media & Press enquiries	
Comms & marketing plans for services	Monthly newsletter	
Customer surveys, events & activities	Social media	
Incoming enquiries (email & phone)	Website/Intranet & password reset	
Contact us:		email: info@personasupport.org telephone: 0161 253 6000 / 5338 / 5413

Performance & Projects



Clair MacKinnon

We can help you with queries about:		For other queries:
Monitoring SLA's & contracts	Data breaches (GDPR)	<ul style="list-style-type: none"> computer problems printer problems broken equipment: ring Bury ICT on 5050
Operation Performance Information	ICT planning & setup for new starters/leavers/post changes (user accounts, laptops, tablets, mobile & desk telephones, citrix receivers)	
Password resets for Mobizio, EMARs, CareControl (please see your senior first)	Recruitment	
Project implementation	Text information service	
	Training & Altura password resets	
Contact us:		email: Clair.MacKinnon@personasupport.org telephone: 0161 253 5631

Workforce - HR








Laura Wollstonehime Charlotte O'Rourke Sharon Keymer Joel Webber Zoe Bony Kyle Howard

We can help you with queries about:		For other queries:
Advice on policies & procedures	Maternity, paternity & adoption	<ul style="list-style-type: none"> payroll queries & passwords: ring 5015 pension queries: ring 5017
Contracts - terms & conditions, changes	Overtime	
ID badges & lanyards	Sickness & Absence	
HIVE	Recruitment	
Intranet password reset	Text information service	
Leave-annual, special, unpaid	Training & Altura password resets	
	email: workforce@personasupport.org telephone: 0161 253 6135 / 6849 / 6174 / 6837	

If you would like to be involved in organising the PersonAwards this year, or you have any suggestions, please email info@personasupport.org

Staff Workshops



This year's Art of Brilliance 'Why Factor' workshops with Jon Peach were attended by 297 people, which is a 66% attendance rate across Persona. The sessions built on what we learnt with Darrell and it was really interesting to see what different people remembered from last year's workshops. You can see this is in the word cloud above.



Research shows the biggest factor in flourishing employees is 'making a difference' and we are lucky in our jobs to see the direct impact of what we do every single day.

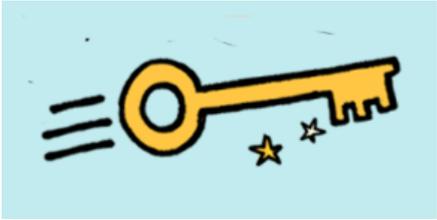
Jon told us that a whopping 65% of the population don't know why they go to work beyond pay day, but if you're lucky enough to be in the 35% who have a clear purpose in their working life, you are likely to be eight times more effective in your job, as well as being happier.

Remember the clip of the man singing Amazing Grace?

The first time he sang it, it was clear he was an accomplished singer, but when he was asked to sing it again with a specific reason, his performance gave us goosebumps. **It's not what you do, it's why you do it.**

So what is the 'Why Factor' and why is it important?

It's about knowing how your passion fits with what you do every day, because if you know your 'why', then your 'what' has more impact.



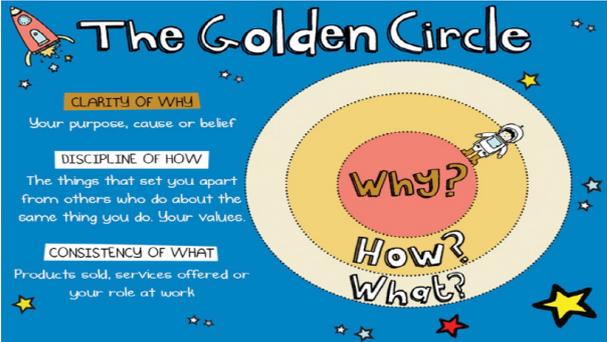
If knowing your 'why' can help you to be the best version of yourself, it'll be easier to be a 2%er at work. And if your mood impacts positively on our customers and your colleagues, we already know you think that's a bonus because people who attended the workshops listed teamwork, positivity and enthusiasm among the top things that breathe life into their workplace.

How do I find my 'Why Factor'?

Instead of focussing on 'what' you do, start with 'why' you do it. The 'why' speaks directly to our limbic system, or 'lizard brain' - the part of you that is responsible for your gut feelings and that also processes your emotions.

The 'what' only really involves our neocortex - the more logical part of your brain involved in conscious thought and language use. Finding your 'Why' can feel quite daunting, so Jon suggested you think about the things in your life which have made you most proud so you can find the 'golden threads' - the common themes and ideas.

These will help you to figure out which contributions you've made or impacts you've had that you value the most.



All the Art of Brilliance articles are in last year's newsletters on the website, and the presentations for both workshops are on the intranet in staff news.

Staff Workshops

Jon prompted us to think about what brings life into your workplace, and what your best day in your current job looks like. Your challenges can also help you to see what's important to you - here is a selection of all these thoughts.

Having a purpose

Laughter

Customers' achievements - little things we take for granted that might mean 12 months' work for them

Supporting diverse needs in different locations

Sense of togetherness

Time, never enough time

Making sure everyone's involved

Banter with customers

Everybody's different

Having the same goal

Supporting people to feel valued, enable what THEY want to do - no matter how small

Enthusiasm to do the best you can for the customers



Once you have some ideas about your golden threads, you can write your 'Why' statement by filling in the blanks.

What contribution can you make to have the impact you want to achieve?

The recent HIVE survey asked people what their 'Why Factor' is - here's a selection people have already shared:

To support and enable people to become more independent so that they don't need as much support from me going forward. I find this applies to both staff and customers. I want people to be the best version of themselves.

To ensure people have a good happy day and a fulfilling life when at the day service

Simply to make people smile

To make a difference in someone's life/career path... it's the little things

To use my financial & commercial skills to maximise social return on investment for organisations.

I am here to make a difference.

Please do take a little bit of time to think about what's important to you, and if you can, share your 'Why' with us at info@personasupport.org or call 0161 253 6000.

Remember: #bethemilk - the milk is what turns dry rice crispies into snap, crackle and pop!

Staff Marketplace

There were staff information stands on these areas this year:

- Business Planning
- Intranet & Suggestion Scheme
- Health & Wellbeing
- Staff Benefits
- HFX - Time and Attendance
- Electronic Care Planning - Care Control



You can see all the information that was shared on the Intranet in Staff News here: <https://tinyurl.com/y57u8rlf>

Shared Lives

Sue and Brian are Shared Lives Carers and have supported Sarah on a respite basis since she was 9 years old.

When Sarah turned 18, Sue and Brian registered as carers with the Shared Lives Scheme in order to continue to offer respite to Sarah as an adult. This service gives Sarah a regular, consistent, home-from-home break, it also gives a break to Sarah's parents who have the peace of mind that Sarah is with a family that she knows well and loves.

Sarah's mother says that she feels that Sarah has become a part of Sue and Brian's family and friendship group and she feels reassured that they understand Sarah's needs and are helping her to develop her independent living skills. Sue and Brian encourage Sarah to be as independent as possible and enjoy supporting her with tasks such as cooking and everyday tasks.

Sarah has respite with Sue and Brian for a weekend every six weeks and a few extra nights during the summer. The weekends are always well planned; Sue and Brian discuss the options and Sarah has the ultimate decision as to what activities they do - usually going to the cinema, bowling, board games, meals out or day trips to the seaside.



Persona Friendship Group

Persona Friendship Group is made up of our customers from our Supported Living service and was created so that people could get more from their personalised care and support services and enjoy new experiences.

The group meet quarterly to plan nights out and trips away and met at the Ramsbottom Centre on Saturday 16th March, so that new customers could come along to find out more about what the group does and how they can get involved.

The meeting was well attended, with 50 customers coming together to chat about what they fancy doing in the coming months and to see their friends. Staff provided plenty of grub with an indoor BBQ and buffet.



The dates that are already in the diary are:

Accessible boat trip in April

Coach trip to Blackpool in May

Summer Karaoke Party in July

Rebecca (pictured above) attended the meeting and said the food was fantastic. She is very excited about the next meeting as she has lots of fundraising ideas and is looking forward to the Blackpool trip in May.

We can't wait to hear more about the group's adventures!

Tesco Bags of Help

We are super proud of Elton Community Centre and their efforts to fundraise for sensory equipment for their quiet room.

Staff and customers have been working hard to collect tokens at Tesco. The team are taking it in turns to shake their buckets at the Woodfields Retail Park Tesco and will be there again on **Thursday 4th April** - pop in and say hello!

Graham, the Treasurer of the Customers' Committee, has had help from Billy the PAT dog and 10 year old Louis (all pictured) has been showing his support, voting for Elton when shopping with his mum Rebecca, who works at the centre.

Thank you to Louis and everyone else who has helped so far!

There is still plenty of time if you want to show your support. You can drop in to any of the selected Tesco stores and ask for a token to put in the Elton Community box when you purchase anything by **30th of April**. For more information on selected stores visit: <https://tinyurl.com/yxdn5fj6>



Hard Work Pays Off

Usma is a young woman who has not walked since she was a little girl and is dependent on her electric wheelchair due to a condition she was born with.

Usma does have feeling in her feet though, as they sometimes hurt. She is a very enthusiastic young woman and wants to try everything out there!

Usma is a member at Castle Leisure gym and also loves going swimming there. Escape staff Mollie the Apprentice, Amy and Faye, both Support Workers, have worked hard to support Usma to maintain and improve the muscle tone in her lower legs. It has been a slow process needing a lot of determination and continuity from everyone.

Their efforts are now paying off, as Usma proudly came into the office the other day and told Dawn (Lead Support Worker at Escape) that she had something to show her. Dawn watched in amazement as Usma began to very slowly move her feet up and down!

Her face said it all and Dawn said she had to give her a great big hug - "I felt so proud and privileged to share such a moment. Amy, Faye and Mollie have also been amazing as they knew how much this means to Usma. They never let her give up hope and supported her in a way that was fun - even they never expected such an outcome."



Birthdays at Grundy

Grundy celebrated some big birthdays this month; Margaret celebrated her 90th birthday at a party with her friends.

Elaine celebrated her 81st birthday...



...and Jenny celebrated her 78th birthday.



Happy birthday ladies!
We hope you all had a
fab time!



Shooting Stars

Peter, a new customer at Grundy Centre, was a little reserved when he first started. He had a ball at the Shooting Stars dance activity this month. Peter got up and started dancing to the music encouraging everyone else in the lounge to get involved. Peter's son said;

"The Shooting Stars dance activity helped Peter bring out his old self again as he was always first on the dance floor."

Thank you to Grundy

On behalf of my mother at Grundy,
May I thank your staff for the most wonderful Thursday
afternoon entertainment. Thank you, Edna & John



CQC Celebration



The CQC celebratory party at Elmhurst was well attended by staff and customers and their families.

Everyone had a fantastic time celebrating the 'Good' rating received from the latest CQC inspection.

Thank you's to Elmhurst

Well done to all the staff at Elmhurst!
"If anyone deserves it it's you"
"Congratulations!"
Your kind, compassionate and professional approach to your jobs has been recognised.
Best wishes Ann Warren and family.

To Elmhurst, A huge thanks for not only caring for Annette, but supporting the rest of the family through a difficult time.
Annette, Derek, Dawn, Karen and family.

Thank you to Spurr House

To everyone, thank you for all the love care and support I needed. "You're top banana!"
You're the best, love June Keown & family.



IN THE SPOTLIGHT

The Stakeholder Forum becomes Friends of Persona



Friends of Persona (previously known as The Stakeholder Forum) are a panel of volunteers who care about adult social care in Bury, and who want to help Persona to be the best provider they can possibly be for their customers.

The Friends suggested the rebrand as they didn't feel that the old title was an accurate picture of what they do, or of the passion they have for influencing improvements in adult social care. They want to make it clear that they see themselves as a channel for communication and improvement within Persona, as well as ambassadors for our services in the wider community. They have also commissioned their own logo, which they feel embodies their approach to everything they do.



Friends of Persona offer support for Persona staff and customers - they are happy to help out at any events you may need an extra pair of hands for, and they can help you, along with the Customer Contact and Engagement team, to spread the word about the services we provide, the great stories we have to tell and what you have planned for your customers to take part in. They are always keen to hear suggestions on how services can be improved, so are a friendly ear for any thoughts you or your customers may have.



Friends need more members to join them and they are keen to engage with people from a variety of age groups, backgrounds, experiences and interests, to get fresh ideas. Susan Ruddock, the chair of The Friends of Persona, says
“The forum helps Persona to solve operational issues, set priorities and develop better services for customers. Becoming a forum member is an opportunity to make a real difference and have your say on improving social care in Bury”.

If you live, train or work in Bury and could commit to meeting every other month, and you would like to be a Friend of Persona, please contact Catherine Nugent on **0161 253 5337** or email **info@personasupport.org**

Activities from this month

Customers across services got stuck in to the activities this month! Here are a selection of pictures of everyone enjoying pancake day, balloon games, St David's Day and St Patrick's Day. Staff at Grundy are getting ready for spring by doing a bit of gardening.



BACK PAGE NEWS



East Lancashire Railway and Bury Transport Museum have started a new memory cafe called **Talk About Town**. Join them weekly at the Bury Transport Museum on Castlecroft Road and help them to collect interesting stories, memories, and even images for use in a major exhibition that will be displayed on the railways in 2020.

If you would like to help build a community archive you can attend the Talk About Town sessions every **Sunday until September from the 10th of March 11am-1pm- free entry**. You do not need to book in for the sessions, If you do require more information please call 0333 320 2830.

Keep up to date with upcoming events across Persona on our website at <http://www.personasupport.org/news-and-events/events/>



Reminder

Could services who are collecting petty cash from either Grundy or Pinfold please ring in advance so staff are available to meet with you.

Grundy: Monday & Wednesday 1pm-4pm.
Call Catherine Nugent on **0161 253 5337**.

Pinfold: Tuesday & Thursday 10am-1pm.
Call Angela Kelly on **0161 253 7371**.



Carbon Monoxide Awareness Week.

29th April – 5th May 2019

- Check your gas appliances every year.
- Check your engineer is Gas Safe registered.
- Check your engineer's Gas Safe ID Card

If you'd like to share a story, photos, or suggest someone we should put in the spotlight, please email us at info@personasupport.org

Follow us on social media:



@personacareandsupport



@PersonaBury



Persona Care and Support

Visit our website www.personasupport.org